



State of California

# Employment Training Panel

Arnold Schwarzenegger, Governor

November 20, 2008

Transmitted electronically.

Trish Dorsey, Managing Director, Workforce Development  
Goodwill of Santa Clara County  
1080 North 7<sup>th</sup> Street  
San Jose, CA 95112  
[trishd@goodwillsv.org](mailto:trishd@goodwillsv.org)

Dear Ms. Dorsey:

**RE: ETP FINAL REPORT** for Goodwill Industries of Santa Clara County Welfare to Work (W2W) Agreement Number: ET07-0156

<b>Date of the Visit:</b>	10/30/08
<b>Beginning/Ending Time:</b>	10:30 a.m. – 12:30 p.m. (Project Discussed during monitoring visit for other Goodwill New-hire Project).
<b>Date of Last Visit:</b>	01/28/08
<b>Visit Location:</b>	Goodwill training site (7 <sup>th</sup> Street) in San Jose, CA.
<b>Persons in attendance:</b>	Trish Dorsey, Managing Director for Workforce Development for Goodwill; Laura Lozoya, Goodwill's administrator for ETP; and Diane Woodside, your ETP Analyst
<b>Action Required:</b>	No

## **CONTRACT INFORMATION:**

<b>Term of Agreement:</b>	10/03/06 – 10/02/08	<b>Agreement Amount:</b>	\$210,500
<b>Type of Trainee:</b>	W2W	<b>No. to Retain:</b>	50
<b>Date Training must be completed:</b>	07/02/08	<b>Range of Hours:</b>	60 - 300
		<b>Weighted Ave. Hours:</b>	226

**Background:** At the September 2006 Panel meeting, this pilot project was approved to serve 50 unemployed current or former CalWORKS recipients. Goodwill of Santa Clara County proposed to provide 60-300 class/lab hours in one of five different occupational programs: accounting associate, administrative office specialist, customer service representative, medical front office personnel, and logistics technician. These occupational training programs were chosen based on employer demand at that time and Goodwill's experience with serving other unemployed individuals under these programs.

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### **PROJECT STATUS PROVIDED BY THE CONTRACTOR:**

Goodwill representatives report that it received contact from 114 W2W recipients. Once a relationship was developed as described in the Final Questions below, the County of Santa Clara Social Service Agency referred 60 individuals; 29 referrals occurred based on outreach letters sent by Goodwill; 15 contacts were from outreach events; and 10 referrals were from TANF (Temporary Assistance for Needy Families). Of the 114 referrals, 59 W2W recipients did not show up for their scheduled interview. Of the 55 that showed, Goodwill determined that 37 of them would not be a fit for any of their training programs. The remaining 18 were actually enrolled. Of these, 7 dropped from training after completing some training hours; 8 completed training; and 3 were attending training past the ETP allowable training period.

Of the 8 who completed training in the contract training period, five were placed. However, none of the placements meet ETP requirements: 1 is working part-time 20 hours per week while she is going to school (she reached the 90-day retention); 2 did not reach the 90-day employment retention period; and 2 trainees were making less than the \$9.00 per hour minimum and had no benefits. Only one of these completed 90 days of retention.

### **FINAL REPORT SUMMARY:**

The Agreement was executed on 10/25/06 and training began on 4/2/07 as result of recruitment challenges. There were no modifications or amendments made to this Agreement. Goodwill has informed the ETP analyst that for the reasons cited above, it does not plan to submit any individual for reimbursement. Thus, the Agreement should be considered closed by the ETP Fiscal Unit and all enrollees dropped. There will be no earnings under this Agreement and no invoices have been or will be submitted.

### **FINAL PROJECT STATS:**

Trainees Enrolled in Training	11	Completed Training and Retention:	0
Dropped Following Enrollment:	1	Trainees to be dropped by Fiscal:	10

### **CHALLENGES FACED IN THIS W2W AGREEMENT**

Goodwill was eventually able to overcome the challenges to recruiting W2W participants even though it remained difficult. According to you, the most difficult aspect of serving this trainee population is that potential participants failed to show up, whether it was for assessment tests or attendance at daily classes. The analyst notes that Goodwill staff made a good faith effort to recruit and serve welfare-eligible trainees under this Agreement even though it was not successful in terms of ETP earnings. Goodwill staff replied in an email to the following Final Visit Questions:

### **FINAL VISIT QUESTIONS**

- What barriers, if any, did your company experience in implementing your ETP project?  
The first barrier we encountered was getting our local Human Services Agency to start referring clients to us. Signing in as a vendor took us about 3 months and once we were added to their database, it took at least 3 more months for their case managers to start referring clients to us.



Then, once we started getting the referrals, retention in our programs became another barrier. Even though we were expecting that this population would be challenging, their lack of motivation to commit to a full-time training and job was a barrier we were not able to overcome.

- What problems, if any, did your company experience with ETP record keeping?  
Record keeping was never a problem. The forms and electronic templates provided to us at the beginning of the contract made record keeping fast and easy.
- What assistance could ETP have provided that would improve the process for future Contractors?  
Whenever we needed assistance we got it from our analyst and the fiscal unit.
- How did your company benefit from the ETP training?  
Even though we were not able to invoice for any of the trainees that enrolled in our programs, having this contract helped us partner with our local Human Services Agency. We will actually continue getting referrals from CaWORKs case managers to see how we can better serve this population.

### **Conclusion**

Please contact Diane Woodside at (650) 655-6935 or via email at: [dwoodside@etp.ca.gov](mailto:dwoodside@etp.ca.gov) with any questions or comments regarding your ETP Agreement or the information contained in this report.

Sincerely,



Creighton Chan, Manager  
San Francisco Bay Area Regional Office



Diane Woodside, Analyst  
San Francisco Bay Area Regional Office

cc: Laura Lozoya, Goodwill ETP Administrator  
Jill McAloon Mgr. ETP Planning and Research Unit  
David Guzman, ETP Operations Chief  
Brian McMahon, Executive Director  
Kulbir Mayall, ETP Fiscal Unit  
Master File  
Project File

Date report emailed to Contractor 11/20/08